



Department of
Employment Dispute Resolution

PARTICIPANT EVALUATION
OF MEDIATORS AND THE MEDIATION PROCESS

Please help us evaluate the effectiveness of the mediation program. For each question, circle the response that best describes your thoughts and feelings. Answer honestly knowing that your individual responses are confidential, and the data will be used only to help improve the program. Thank you for taking the time to complete the questionnaire.

Mediator A: Name _____

Mediator B: Name _____

The following questions concern the *performance of your mediator(s)*:

1. The mediator explained the mediation process at the start of the session:

Mediator A:	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
Mediator B:	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree

2. The mediator allowed me enough time to talk about the issues that I felt were important:

Mediator A:	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
Mediator B:	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree

3. The mediator helped me to identify the issues involved in the conflict:

Mediator A:	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
Mediator B:	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree

4. The mediator did not take sides and treated me fairly:

Mediator A:	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
Mediator B:	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree

5. The mediator helped us to reach and/or write an agreement that was clear and reflected what we intended:

Mediator A:	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
Mediator B:	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree

The following questions concern the *mediation process*. Please tell us how satisfied you are with:

Check one for questions 6-11

	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
6. I am satisfied with the overall outcome of mediation.	_____	_____	_____	_____	_____
7. I am satisfied with the fairness of the process.	_____	_____	_____	_____	_____
8. I am satisfied with the overall timeliness of the process.	_____	_____	_____	_____	_____
9. I am hopeful this mediation will have a positive impact on my future relationship with the other person.	_____	_____	_____	_____	_____
10. I would consider mediation again to resolve a problem in my workplace:	_____	_____	_____	_____	_____
11. I would recommend mediation to others:	_____	_____	_____	_____	_____

12. Did mediation resolve this dispute?

_____ yes (we chose a written agreement)

_____ yes (we came to a verbal agreement and chose not to create a written agreement)

_____ no

13. What I liked most about the mediation process is...

14. What I liked least about the mediation process is....

COMMENTS: _____

If you want to share further thoughts about the mediation process, please call the Department of Employment Dispute Resolution at (804) 786-7994 or 888-23ADVICE (Toll Free 1-888-232-3842) and speak with EDR's Mediation Staff.

THANK YOU